

The Bismarck Police Department conducted the biennial survey online from September 20th through November 3rd. Ten people requested and completed paper surveys which were included in the results for a total of 760 surveys completed.

SURVEY RESULTS BY BEAT

A Area	217	29%
B Area	205	27%
C Area	108	14%
D Area	47	6%
U Area*	<u>183</u>	24%
TOTAL	760	100%

^{*} An individual does not have to be a Bismarck resident in order to participate in the survey. There were 183 respondents who either put down an address outside of Bismarck or didn't put down an address at all. Those responses are grouped together and recorded in "U Area."

There were a total of sixteen questions on the survey. The first question asked if the respondent has had any contact with the Bismarck Police Department within the last year. If a respondent answered YES to the first question they would then answer all sixteen questions. If the respondent answered NO, then only fifteen questions would be answered.

1. Have you had any contact with the Bismarck Police Department within the last year?

Total responses to question 1: Yes 424 56% No 336 44%

2. If Yes to question number 1, how would you rate your contact with the Bismarck Police Department?

Choices were: Very Satisfied, Satisfied, Not Satisfied, Poor, No Opinion.

86.3% were either Very Satisfied or Satisfied.

(77.7% were either Very Satisfied or Satisfied in 2015.)

(81.4% were either Very Satisfied or Satisfied in 2012.)

(89.4% were either Very Satisfied or Satisfied in 2009.)

3. On a scale of one to ten with one being very negative and ten being very positive, how would you rate your impression of the Bismarck Police Department?

78.8% rated us an 8, 9 or 10. 15.3% rated 5, 6 or 7. 5.9% rated 1,2,3 or 4.

(68.9% rated us an 8, 9 or 10. 19.6% rated 5, 6 or 7. 11.5% rated 1,2,3 or 4 in 2015).

(71.9% rated us an 8, 9 or 10. 19.9% rated 5, 6 or 7. 8.2% rated 1,2,3 or 4 in 2012).

(82.4% rated us an 8, 9 or 10. 16.3% rated 5, 6 or 7. 1.3% rated 1,2,3 or 4 in 2009).

4. Age of respondent.

Average age of all respondents (760): 44.0 years





5. Gender of the respondents.

Female 469 Male 291

6. Length of time in years the respondents have lived in Bismarck.

Average years in Bismarck for all (760) respondents: 23.7 years.

- 7. Considering the Officers' attitude and behavior toward citizens, I feel the Bismarck Police Officers perform their job in a professional manner.
 - 88.8% Agreed or Strongly Agreed.
 - (86.5% Agreed or Strongly Agreed in 2015).
 - (88.2% Agreed or Strongly Agreed in 2012).
 - (93.2% Agreed or Strongly Agreed in 2009).
- 8. I feel the Bismarck Police Officers know how to perform their jobs.
 - 91.0% Agreed or Strongly Agreed.
 - (87.7% Agreed or Strongly Agreed in 2015).
 - (90.4% Agreed or Strongly Agreed in 2012).
 - (93.6% Agreed or Strongly Agreed in 2009).
- 9. I feel the Bismarck Police are providing the right amount of service to my neighborhood.
 - 72.5% Agreed or Strongly Agreed.
 - (65.4% Agreed or Strongly Agreed in 2015).
 - (74.4% Agreed or Strongly Agreed in 2012).
 - (90.7% Agreed or Strongly Agreed in 2009).
- 10. I feel the Bismarck Police are providing the right amount of service to the rest of the city.

77.8% Agreed or Strongly Agreed.

- (74.6% Agreed or Strongly Agreed in 2015).
- (78.8% Agreed or Strongly Agreed in 2012).
- (91.1% Agreed or Strongly Agreed in 2009).
- 11. I feel safe/secure within the City of Bismarck.
 - 80.1% Agreed or Strongly Agreed.
 - (75.5% Agreed or Strongly Agreed in 2015).
 - (83.9% Agreed or Strongly Agreed in 2012).
 - (96.5% Agreed or Strongly Agreed in 2009).
- 12. Do you have any recommendations or suggestions for improvements at the Bismarck police department??

406 people made comments out of the 760 people surveyed. Some people made more than one comment. Of those who suggested a specific change, the following are the most frequent comments in the top five categories.

- 1. "Nothing," "No Changes," "Happy as is," or something similar by 101 respondents (25%).
- 2. Comments about enforcement ranging from too much to not enough and predominantly about traffic by 73 respondents (18%).
- 3. The need for more patrolling and visibility, generally in the neighborhoods, by 71 respondents (17%).

- 4. Officers needing a better attitude or people handling skills by 46 respondents (11%).
- 5. More officers needed by 22 respondents (5%).
- 13. Is there another program or function that you would like to see the Bismarck Police perform or offer?

Of the 760 persons surveyed, 303 made the comments. The top four responses are detailed below:

- 1. 106 replied "No, None, Nothing or something similar.
- 2. 57 commented on the need for more enforcement/police presence.
- 3. 54 people wanted more education/training/outreach for the public on topics such as self-defense, traffic laws, and drug prevention.
- 4. 36 people commented on the need for youth related activities, programs and/or more involvement with the schools.
- 14. In your opinion, what is your primary law enforcement concern? (Some respondents gave multiple answers.)

Of the 760 persons surveyed, 459 made the comments. Some people made more than one comment. The top ten responses are detailed below:

- 1. Personal safety, safety for neighborhoods and/or protection was given by 92 people.
- 2. Drugs, drug use or drug trafficking by 67 people.
- 3. Need for increased visibility, patrol, additional staff and quicker response time by 59 people.
- 4. Traffic issues such as running red lights, stop signs or speeding by 56 people.
- 5. Nothing, none, fine as is or other similar comments by 31 people.
- 6. Police needing better attitude/people skills by 27 people.
- 7. Public support for law enforcement and concern for police safety by 26 people.
- 8. Increasing homeless vagrants and panhandlers by 15 people.
- 9. Theft/Vandalism/Home Security by 12 people.
- 10. Texting/distracted driving by 8 people.
- 15. What is your **primary** (main) source of information in regards to the Bismarck Police Department? (Some respondents gave multiple answers.)

Responses by all people contacted (760):

	A	В	С	D	U	TOTAL	%
Personal Contact	46	40	10	17	36	149	19.6
Friends	15	13	3	0	9	40	5.3
Relatives	5	5	5	0	7	22	2.9
News Media	60	60	43	12	67	242	31.8
Social Media	69	80	43	14	47	253	33.3
Other	22	7	4	4	17	54	7.1
TOTALS	217	205	108	47	183	760	100%